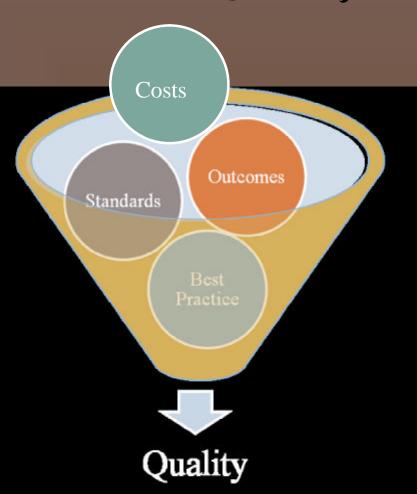


State Consumer and Family Advisory Committee February 29, 2008 and March 1, 2008

Valerie Bradley
Human Services Research Institute



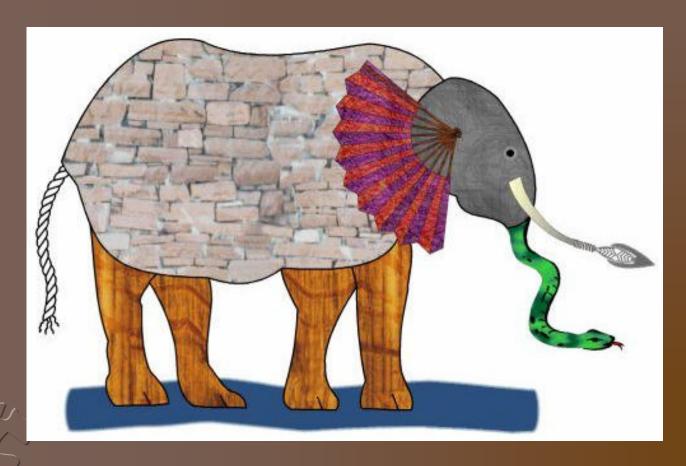
What is Quality?



How Do We Know it When We See It?

- Asking people who receive services
- Monitoring agencies that provide services
- Looking at service plans
- Reviewing information about injuries and other incidents
- Checking to see how quickly people get services
- Looking at what things cost

Fable of the Blind Men and the Elephant: You Have to See the Whole Picture





- 1) Review and monitor the implementation of the State MH, DD, SA Plan
- 2) Identify service gaps and underserved populations
- 3) Make recommendations regarding the service menu
- 4) Review and comment on the State MH, DD, SA
- 5) Participate in all quality improvement measures and performance indicators.
- 6)Receive the findings and recommendations by local CFACs regarding ways to improve the delivery of mental health, developmental disabilities, and substance abuse services.
- 7)Provide technical assistance to local CFACs in implementing their duties.



Local CFACS have responsibility to: (122 C-170)

- Subsection C: The CFAC shall undertake all of the following:
 - 1. Review, comment on, and monitor the implementation of the local business plan
 - 2. Identify service gaps and underserved populations
 - 3. Make recommendations regarding the service array and monitor the development of additional services
 - 4. Review and comment on the area authority or county program budget
 - 5. Participate in all quality improvement measures and performance indicators
 - 6. Submit to the State CFAC findings and recommendations regarding ways to improve the delivery of MH/DD/SA services.



Support for Local CFACs (122 C-170)

- The Director of the area authority or county program shall provide sufficient staff to assist the CFAC in implementing its duties under subsection (c) of this section.
- The assistance shall include:
 - Data for the identification of service gaps and underserved populations
 - Training to review and comment on business plans and budgets
 - Procedures to allow participation in quality monitoring
 - Technical advice on rules of procedure and applicable laws.



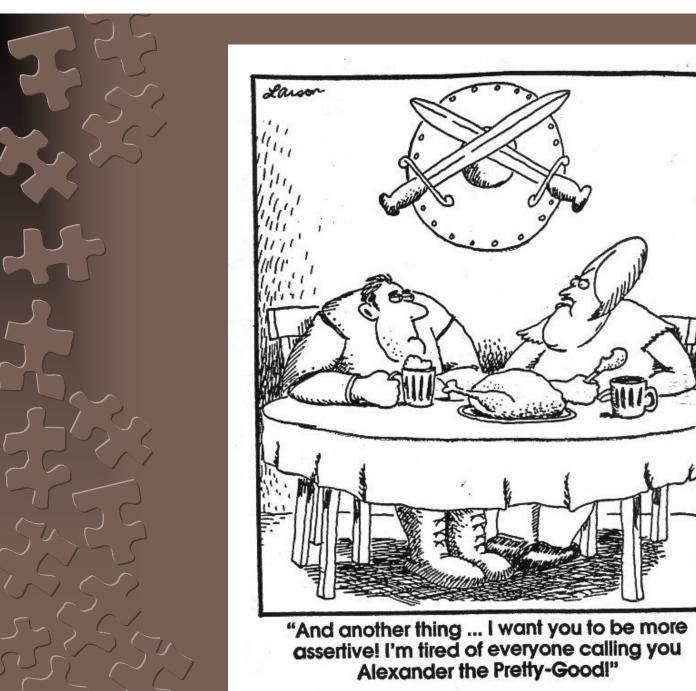
Why Should People with Disabilities and Family Members Be Involved in Quality Management?

- It makes the system more understandable
- They have a better idea of what people with disabilities and their families need to know to make choices
- They have expertise and experience that others don't have
- They can represent the interests and concerns of people receiving services in ways that managers and providers can't
- It provides a ways to make input into policy making and strategic planning



Review of existing outcomes/measures and

identification of possible new ones

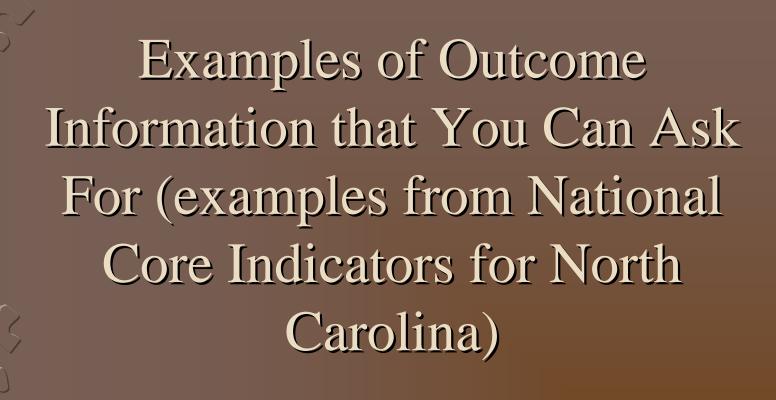


What Steps Can You Take?

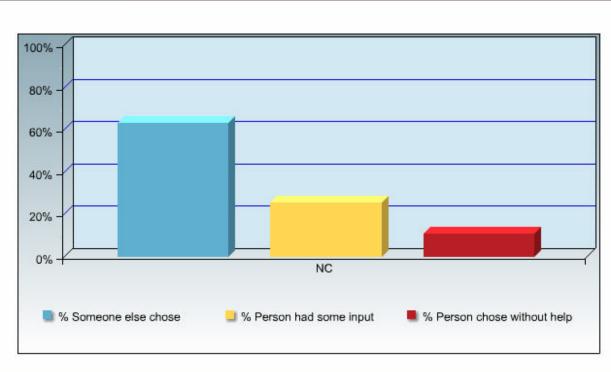
- Identify among yourselves those things that you think are important to families and people with disabilities (e.g., health, housing, employment)
- Find out what information is available about those issues
- Make sure that the information is prepared in a way that is accessible to everybody
- Select one or two issues that you think would
 have the most impact on people's lives

What Steps Can You Take?

- If data aren't available, find out if there is a way of collecting it
- Develop goals (increase employment by 5%) and think through some action steps
- Request periodic reports on progress
- Seek periodic guidance from local CFACS
- Publish consumer and family friendly information

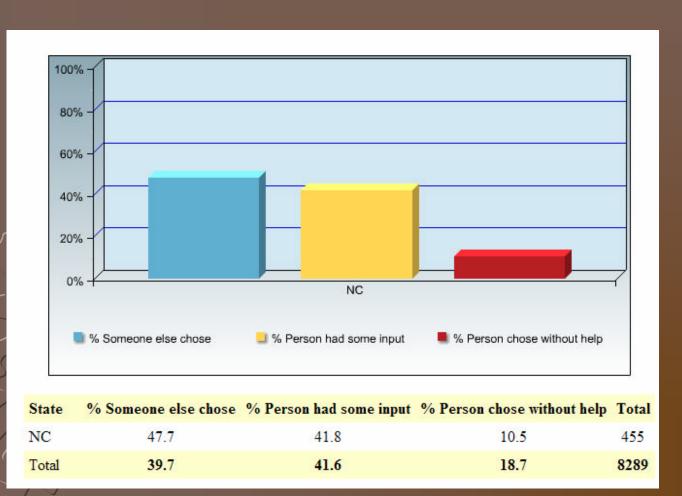


Who chose the place where you live?

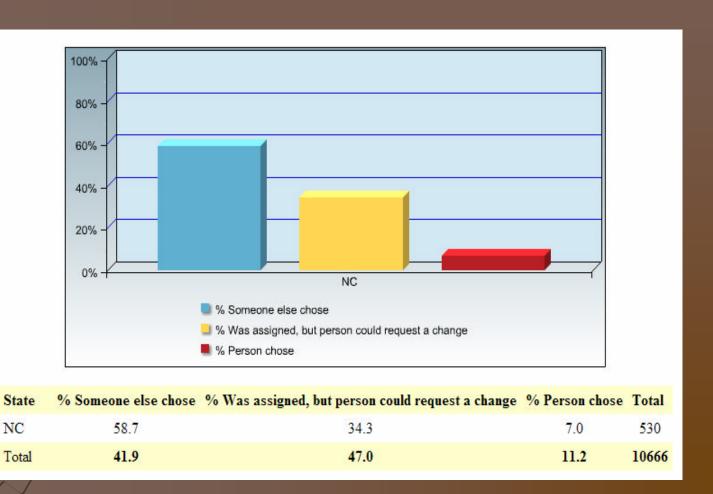


State	% Someone else chose	% Person had some input	% Person chose without help	Total
NC	63.2	25.8	11.0	299
Total	46.8	37.4	15.9	6591

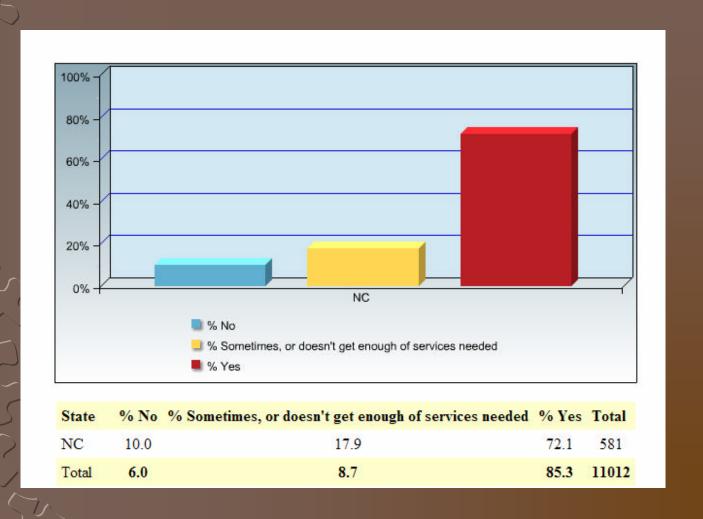
Who chose the place where you work (or go during the day?)



Did you choose your case manager/ service coordinator?



Do you get the services you need?



Other Outcomes

- Access to health care
- Safety and well being
- Symptom management and recovery
- Employment
- Relationships
- Affordable, accessible housing
- Assistance during crisis

Other Components of Quality

- Results of provider and LME monitoring (what are the trends, what are the most common problems)
- Presence of best practices (e.g., how many people are in supported employment, assertive community treatment, etc.)
- Cost effectiveness are we getting what we pay for?





- State CFAC members have a responsibility to play a role in reviewing the performance of the system
- You are there to understand quality from the perspective of people who receive services and
 their families
- You can't do everything so concentrate on those things that are most important to you
 - Close the loop and make sure you hold the system accountable for improvement